

SUPPORTIVE LODGE LIVING

WHISPERING WATERS MANOR



Resident Handbook

SEPTEMBER 2025

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Our purpose

Affordable housing solutions for Tri-Region residents.

We provide

- Supportive lodge living for seniors
- Financial subsidies to eligible residents
- Self-sustaining affordable housing programs
- Safe, comfortable, accessible, and well-maintained housing



Welcome

Dear Resident,

As the Executive Director of Meridian Housing Foundation, I am glad to welcome you to your new home.

Meridian Housing Foundation provides high-quality affordable housing and supportive living to seniors from our contributing municipalities - Parkland County, Spruce Grove, and Stony Plain. It is our intent that your time with Meridian Housing Foundation brings you relaxation, enjoyment and satisfaction.

We've prepared this booklet to fully explain the policies of your new home.

I encourage you to explore the wonderful opportunities that await you at Meridian Housing Foundation. We look forward to you joining the Meridian Housing Foundation community.



Lori-Anne St. Arnault
Executive Director

Administration

Rent Payment Schedule

Your rent payment is due on the first of each month and will be automatically withdrawn from your bank account on that date. Any changes to bank information must be provided to the Housing Department in writing 10 business days prior to the end of the month.

Deposits

You are required to provide Meridian Housing Foundation with the following deposits:

- Emergency Response System Pendant, and
- Security Deposit.

Your deposits will be returned to you upon termination of your lease with Meridian Housing Foundation provided:

- The Emergency Response Pendant is returned undamaged, and
- There is no damage or repairs required for your suite beyond normal wear and tear.

Rental Increases

Rents are set by the Meridian Housing Foundation Board of Directors and reviewed annually. Three-month written notice is provided to the residents for all rent increases. Rents are subsidized by the Alberta Government for eligible residents.

Complaint and Problem Resolution

Proper steps are to be followed in addressing concerns and complaints.

First, residents with complaints should speak with the Lodge Manager. In most cases, the issue is able to be resolved by the Lodge Manager.

If the Lodge Manager is unable to resolve the issue, they can elevate the issue to the Director of Operations. The issue may be resolved immediately, or time may be taken to investigate and respond. As needed, a meeting between all parties will be arranged to discuss the issue.

If the issue is not resolved at the Director of Operations level, complaints can be further escalated to the Executive Director. If still not resolved, a written grievance can be submitted to the Executive Director to escalate the issue to the Board of Directors. The resident with the complaint will be invited to the next Board Meeting to discuss their issue.

The decision of the Board of Directors is final.

Inspections

Suite inspections are done at move in, annually during spring cleaning and on move out.



Termination

You should provide written notice of one full month when terminating your lease.

The termination process is:

- complete a move out form,
- remove all personal belongings and furniture,
- clean suite,
- return mail key, fob and pendant, and
- attend move-out inspection.

If less than one month written notice is given due to unforeseen and justifiable conditions, including poor health or death, your rent will be prorated to the date in which the suite is cleaned out and the keys returned.

Transitioning to Higher-Level Care

Meridian Housing Foundation makes all attempts to ensure your accommodation with Meridian Housing Foundation is safe and healthy. In the event that you require additional care and support, it is you and your family's responsibility to obtain these supports.

If transitioning to a higher-level of care accommodation is required, Meridian Housing Foundation staff will work collaboratively with your family and Home Care to ensure that this transition is easy and comfortable.

Eviction

You could be served a Notice of Eviction if you fail to comply with Meridian Housing Foundation rules and policies.

After being served a written Notice of Eviction, it is your (and/or your family's) responsibility to make alternative living arrangements and complete the lease termination process.

Rent refunds will be made on a daily pro-rated basis from the date the residence is cleaned out and the keys are returned.

Rule and Policy Compliance

If you fail to comply with our rules and policies, the following due process will occur:

- You will be given a verbal warning and we will discuss the offense with you. The discussion will be documented; copies will be given to you and placed in your resident file.
- If non-compliance continues, you will be issued a written warning. A copy will be placed in your file.
- If you still fail to comply, you will be given a written Eviction Notice. A copy will be placed in your resident file.
- If you do not vacate within the time set out in the Eviction Notice, Meridian Housing Foundation will issue a written 14-day Notice to Vacate. The Meridian Housing Foundation Board of Directors will be notified of the situation and you will have an opportunity to appeal the Notice to Vacate at the next board meeting. The date, time and place of the meeting will be provided to you in your Notice to Vacate.
- The Executive Director reserves the right to proceed directly to eviction if the situation warrants.

Commitments

Family Responsibility

Your family is expected to play an active role in your move, adjustment period and life in Whispering Waters Manor. In the event that you require a level of care beyond that which Meridian Housing Foundation can provide, your family is responsible for arranging for more suitable accommodations.

Insurance

You must provide Meridian Housing Foundation with proof of Tenant Insurance (content and liability):

- upon move in,
- annually thereafter, and,
- if insurance changes occur.

Tenant Insurance is mandatory for all Meridian Housing Foundation residents.

Resident Dress and Cleanliness

You must be fully dressed and in clean clothes at all times. Footwear is required in all common areas. You must also bathe at least once weekly and observe good overall personal hygiene.

If a resident is unable or unwilling to manage their personal hygiene, they may be required to seek alternate housing.

Infection Prevention and Control

You must observe good personal hygiene including the frequent washing of hands and use of the hand sanitation stations throughout the buildings to minimize the spread of bacteria and viruses.

Meridian Housing Foundation also encourages all residents to partake in the free AHS immunization clinic hosted by Meridian Housing Foundation in Whispering Waters Manor.

Suite Cleanliness

Meridian Housing Foundation residents are responsible for maintaining their suites in a manner that meets Meridian Housing Foundation standards. These standards are in place to ensure the Health and Safety of residents, Meridian Housing Foundation employees, visitors and contractors:

1. Furniture must:

- a) be appropriate in size (e.g. no china cabinets or sofas, no queen beds in bachelor suites) and for the space (e.g. limited side tables, loveseat or two reclining chairs),
- b) be clean and in good condition,
- c) have castors/felts on the bottom to prevent damage to flooring, and
- d) not be crowded or limit mobility of resident or staff.

2. Area rugs and mats are not allowed, except:

- a) Bath mats can be used when bathing and must be hung at all other times
- b) A small mat beside the door for shoes is acceptable

3. Floors must be clear of clutter:

- a) Floor/area outside of suite door must be clear of personal items/decorations/welcome mats. (A hook is provided on the outside of our door for personalization.)

4. Laundry must be picked up and placed in hamper that can be washed and sanitized

- a) All personal laundry, linens, and bedsheets must be washed regularly

5. Clothes must not be hung on the shower curtain rods permanently

6. For personal items:

- a) knickknacks and memorabilia should be limited,
- b) items on counters/desk/tables should be organized,
- c) personal documentation should be filed appropriately.
- d) pictures are acceptable to hang on walls using picture nails or hooks (wall anchors, large nails, screws and adhesive hangers are not allowed), and
- e) nothing is to be hung on the walls outside of the suite.

7. Items must not be stored:

- a) in the bath/shower area, or
- b) under the bed (unless in appropriate under bed storage bins).

8. The following areas must be free from obstruction:

- a) Emergency pull cord,
- b) suite and bathroom doorways, and
- c) radiator shut-off valves (only small, easily moved items may be placed in front of).

9. TVs, shelves and other large items are not allowed to be mounted to walls. Special permission for mobility aids (i.e. grab bars) may be obtained from management.

10. Resident mini-fridges/humidifiers/AC units must be clean, in good working order, and meet approved safety standards.

Note: Irons and ironing boards are not allowed in suites, but available in common laundry rooms.

11. Overloading electrical outlets with multiple plugins is not allowed. Residents must use approved power bars with surge and breaker protection.

If unacceptable standards are identified, the resident will be informed and allowed one month to correct the situation. The suite will be inspected again for compliance.

Meridian Housing Foundation appreciates all efforts to ensure the above standards are met.

Resident & Guest Conduct

In order to ensure a positive and respectful home for all, residents and their guests are expected to uphold our core values of:

- Community,
- Dignity and respect,
- Safety and stability,
- Accountability;



As well as the six pillars of character:

- Fairness,
- Citizenship,
- Respect,
- Responsibility,
- Caring, and
- Trustworthiness.



Residents and guests are also expected to refrain from discrimination, harassment and violence against other residents, guests and Meridian Housing Foundation employees, volunteers and contractors in accordance with the Canadian Human Rights Act. Residents are responsible for the actions and behaviours of their guests.

Behavior/actions, which threaten the safety, security and quality of life of other residents and/or yourself, could be viewed as grounds for eviction.

Abuse Prevention

Meridian Housing Foundation is subject to the Protection for Persons in Care Act which protects adults, who reside in our facilities, from abuse so they may live with dignity and respect.

Meridian Housing Foundation strives to provide residents with a safe living environment free from abuse. Acts of intentional abuse committed by anyone while at Meridian Housing Foundation will not be tolerated.

Please report any suspected abuse to the Lodge Manager of Meridian Housing Foundation, who will assist you with the Protection for Persons in Care Act.

Guidelines

Smoking & Cannabis

Smoking, including vaping/e-cigarettes and cannabis, is prohibited in all Meridian Housing Foundation buildings except in the designated smoking room off the main common area and outdoor smoking areas. Failure to comply will result in eviction. The growth and keeping of cannabis plants on Meridian Housing Foundation property is not allowed. Edible cannabis may be used in a residents suite in moderation.

Alcohol Consumption

Residents are allowed to consume alcohol within private suites. Consumption of alcohol elsewhere in the buildings or on the grounds is not allowed. During special events AND with a valid liquor license in place and posted, it may be allowed in common areas. Excessive alcohol consumption is prohibited. Abuse of alcohol and alcohol impairment in common areas will be grounds for eviction.

Pets

All Meridian Housing Foundation facilities are pet free. Visiting pets are welcome, but must be under the owner's control at all times. Visiting pets are not allowed to stay overnight.

Wildlife

Please refrain from feeding birds and other wildlife on Meridian Housing Foundation grounds, including in the form of bird feeders. This is in order to prevent the attraction and infestation of rodents and other pests.

Fire Hazards

Meridian Housing Foundation does not allow any materials or actions that constitute a fire hazard including candles, space heaters, or propane fuel. Smoking in undesignated areas is considered a fire hazard. Failure to comply with this rule will result in eviction.

Electronics and Appliances

You can have a small refrigerator in your suite; but no other electric appliances are allowed. The fridge must be safe and in good working order. Residents are responsible for cleaning their own fridge.

All electrical cords must be in good working condition. Multiple plugins are a fire hazard and are not allowed. Use power bars with surge and breaker protection.

Wall & Door Hangings

All wall hangings must use small and appropriate nails/hooks. Use of adhesive hangers are not permitted. Please do not put nails in your suite's doors. Wall-mounted TVs are not allowed in Whispering Waters Manor.

Resident doors have a hook for decorations on their doors. If residents want to hang additional items on their door (i.e., oxygen in use signs), they must seek approval from the Administration office.

For safety and security reasons, no other personal items are to be placed outside of suites (e.g. no welcome mats, decorations on the floor, etc.)

Grounds

No modifications should be made to the landscaping of the grounds without permission from the Administration office.

Medical Equipment

Meridian Housing Foundation does not supply any medical equipment.

Oxygen tanks or concentrators may be used in your suites and other areas. Oxygen cylinders may be stored in your suite.

No modification of the suite for the installation of medical equipment is allowed unless approved by the Director of Housing.

Emergency Response

Meridian Housing Foundation staff cannot provide you with direct medical assistance. They will assist you by calling emergency response when necessary.

Meridian Housing Foundation provides you with an Emergency Call System pendant (for you to wear/carry) and Emergency Pull Cords (located in your room and in common areas in the building) which allow you to call for emergency help when required. When pressed/pulled, staff will locate you and assist you by calling emergency response if necessary.

Green Sleeve

Please place your Green Sleeve and other important medical information in the special tray provided which is located in your front closet. This will help staff to provide your information to emergency services when necessary.

Fire Alarm

If a fire alarm rings, you should remain in your suite. If you are in a hallway, you should proceed to the nearest sitting lounge. Do not use the elevator. Staff will assist you if evacuation is warranted.

Wheelchairs

Use of wheelchairs in Meridian Housing Foundation buildings is only permitted after obtaining approval from the Administration office. Residents must ensure they have adequate tenants' insurance to cover any damages or injuries caused by their use. Upon move out, residents will be responsible for any and all cost to repair damages that may be the result of wheelchair use.

Transportation

You are responsible for your own transportation. Meridian Housing Foundation staff are not permitted to drive residents.

Group transportation may be arranged by the Activities Coordinator for planned Meridian Housing Foundation Recreational trips.



Storage

Meridian Housing Foundation does not provide additional storage for residents.

Keys/Fob

You will be provided with a key/fob to your suite and mailbox.

Report all lost keys/fobs to the Administration office immediately. You are responsible for the cost of replacing any lost keys/fobs and/or changing of locks.

Security

The main doors are locked and armed between the hours of 9:00pm and 6:00am. Please use the doorbell located at the main door to alert staff if you are returning during these secure hours.

Side doors are locked and armed between 6:00pm and 6:00am; residents must use the main doors between these hours.

Resident are encouraged to lock their suite doors.

Visitors

Visitors are welcome at any time provided they do not disrupt other residents. The Lodge Manager must be notified in advance of any overnight visitors.



Access to Suites

If your Next of Kin or an emergency contact listed on your resident file requires access to your suite and they do not have your fob, they must provide Photo ID to staff at the Whispering Waters Manor main entrance.

Suite Privacy

Meridian Housing Foundation retains the right to enter resident suites to perform essential work, during emergencies or for perceived medical emergencies. Whenever possible, Staff will ask permission before entering your suite.

Safe Water Temperatures

Be aware that the temperature of the water coming from your in-suite taps can be quite warm. Please use carefully. Water temperature should be no hotter than 49°C. If you feel it is too hot, please notify the reception office.

Thermostats and Heating

Your suite is equipped with its own thermostat for your personal comfort. Room temperatures in common areas are maintained at a reasonable temperature that satisfies the majority of our residents.

Windows

Windows in your suite can be opened for your comfort during warmer seasons. However, it is important that your windows remain closed throughout the winter to reduce heat loss and prevent the freezing of pipes.

Air Conditioning Units

Portable air conditioning units are permitted. Please contact the Maintenance department to arrange installation. Residents are responsible for paying a one-time plexiglass fee and an annual air conditioner surcharge (see fee schedule). Window-mounted AC units are prohibited.

We recommend selecting a portable air conditioner that matches the space you need to cool. Please see the recommended sizes below.

Room size	Air conditioner size	Cooling capacity
100-120 square feet (Bedrooms)	Small	6,000 BTU or under
300-500 square feet (Living/dining rooms, kitchens)	Medium	8,000 BTU or under

Snow Removal

The Maintenance department works hard to clear snow from Meridian Housing Foundation owned sidewalks as quickly as possible after a snowfall.

Residents are responsible for clearing snow from between or behind their own vehicles if desired. Meridian Housing Foundation does not clear the spaces between or behind parked vehicles on a regular basis. However, during scheduled full lot clearings, all vehicles are moved so we can remove snow from the entire lot for everyone's safety and convenience.

Common Areas

Common areas are those spaces where residents congregate outside of their suites for resident enjoyment and use, including activities, dining, laundry and more. These areas and their contents are the property of Meridian Housing Foundation and must be used respectfully. Exercise equipment is to be used at the residents' own risk.

The Meadowbrook room (available for resident-use only) is located in the basement and contains a TV, pool table, shuffle board and more.

Any modifications of and/or additions to the communal areas require approval of Meridian Housing Foundation.

Residents are responsible for their own actions and behaviours in communal areas, and must not interfere with the enjoyment and use of these spaces by others.

Designated Staff Areas

For your safety, all areas designated for staff are strictly for use by staff, agents and contractors. Meridian Housing Foundation is not responsible for any injury sustained by residents in these areas.

Resident Gift Giving

We understand that occasionally you may wish to express your gratitude towards staff. Please refrain from giving personal gifts directly to staff. We suggest the following ways to recognize staff for their hard work:

- Donation to the staff fund, or
- Items that benefit all staff.

Involvement in Personal Finance/Legal Affairs

Meridian Housing Foundation staff are not allowed to be involved in resident's personal finance, including Power of Attorney, Enduring Power of Attorney, Wills, Estates, Personal Directives, Trusteeship and Guardianship.



Mail

Resident mail is delivered daily (Monday to Friday).

Your mailing address is:

**<Your Suite Number>, 5303-47 Street,
Stony Plain, AB T7Z 1P1**

When moving, it is your responsibility to inform all correspondents of your updated address. Canada Post does not offer mail forwarding services when moving from individual suites within the lodge.

Outgoing mail can be placed in the mailbox located by the Reception Office. Stamps are available for purchase from the Reception Office.

Services, Utilities and Extras

Linen and Laundry

Laundry facilities are available free of charge on both floors for resident use only. Laundry machines are used at the residents' own risk.

Residents are expected to wash their clothes regularly. Housekeeping will wash linens and towels weekly in keeping with housekeeping standards, Meridian Housing Foundation's expectations of resident hygiene, and to prevent illness and outbreak. Meridian Housing Foundation offers personal laundry service for an additional charge.

Meridian Housing Foundation desires to provide high quality laundering services and will use all reasonable precautions to avoid damage to clothes. However, errors and accidents can occur and Meridian Housing Foundation is not liable for any damage due to laundering of items or lost laundry items.



Housekeeping

Every week, your suite will be cleaned by our Housekeeping staff. This includes: cleaning floors, light dusting, garbage collection, bathrooms, and changing bed linens and towels.

You are responsible for ensuring your suite is clutter free and safe, allowing our housekeepers to attend to your suite cleaning effectively and safely. You are responsible for keeping your suite tidy, cleaning your fridge (if applicable) and removing your personal garbage. You must empty any garbage containing soiled/smelly matter into the larger garbage bins located in the Laundry rooms daily.

Fragile/antique/precious items should be stored properly or displayed in rooms at the residents' own risk. Meridian Housing Foundation is not liable for items accidentally broken in the course of cleaning.

More intense housekeeping (Spring Cleaning) is conducted once annually according to the housekeeping schedule.

Maintenance

Our Maintenance staff work hard to keep our facilities running smoothly. If you notice any area in need of repair, or if you have any electrical, plumbing or heating issues in your suite, please contact the Lodge reception office to open a maintenance request.

Lodge reception office:

780-963-3456

Meals

Meridian Housing Foundation provides 3 healthy and nutritious meals and three light snacks daily.

Breakfast	7:45 AM
Morning Snack	10:00 AM
Lunch	11:45 AM
Afternoon Snack	2:00 PM
Supper / Dinner	4:45 PM
Evening Snack	7:30 PM

It is your responsibility to arrive independently and promptly for meals. If you plan to miss a meal, you must inform the kitchen in advance either by calling or by adding this information in the resident's communication book located in the dining area.

You are welcome to use the snack and beverage stations in the dining room between all meals.



Visitor Meals

Family and friends are welcome to join you for meals. Visitors cannot be accommodated for the following holiday meals:

**Easter Sunday | Mother's Day | Father's Day
Thanksgiving Day | Christmas Day**

Charges for meals are posted on the resident bulletin board in the dining area. Residents will be limited to six guests per reservation. A table will be reserved for you in the Whispering Waters Manor main common area.

Due to limited space and meal planning requirements, reservations for meal guests must be made in advance (preferably with one-day notice but possible with a minimum of two-hour notice) to guarantee a space.

Late reservations may not allow for posted menu to be provided. Our staff will make their best efforts to accommodate all requests. Visitor meals are payable to the Lodge Receptionist

Activities

Meridian Housing Foundation offers a strong activities program that promotes wellness and independence for our residents. Residents are welcome to participate in any of the programs and to communicate additional recreation ideas and suggestions to the Activities Coordinator.

Volunteer Services

Our volunteers are an essential component of Meridian Housing Foundation. We encourage family and friends to take part in our volunteer program. For more information, contact our Activities Coordinator.

Telephone, Cable Television, and Internet

Telephone and cable television lines are provided in your suite. You are responsible for connecting, disconnecting and paying for your own services using a provider of your choice. Internet service may also be arranged through your chosen provider. Wi-fi is available in the common areas.

Vehicle and Scooter Parking

Limited parking for vehicles/scooters is available for an extra charge on a first-come, first-serve basis. If you are interested in obtaining parking, inform the Meridian Housing Foundation Administration Office and you will be added to the parking waiting list.

When assigned a parking spot, parking fees will be added to your monthly rent. You are only allowed to park in your assigned parking stall. Use of the parking facilities is to be done at your own risk. Parking stalls are not to be used for long-term storage of vehicles that are not being driven. If Meridian Housing Foundation deems that the use of the stall is inappropriate, the assigned parking will be revoked.

At no times should vehicles or scooters be parked in the fire/emergency lane. Scooters are not allowed inside any Meridian Housing Foundation buildings.

Personal Choice Services

Meridian Housing Foundation welcomes various outside service providers into our facilities at Whispering Water Manor for your benefit such as:

- Mobile Library Services
- Beauty Salon
- Pedicure Services
- Massage Services
- Hearing Centre
- Various vendors for clothing, shoes and more

Beauty Salon

The Beauty Salon located in Whispering Waters Manor is open on Wednesdays, Thursdays and Fridays. A price list for services provided is posted in the Beauty Salon. Refer to Useful Contact Numbers on page 28 for the contact number.

Pedicure and Massage Services

Pedicure and massage services are available. There is a sign-up sheet for this service on the activity bulletin board next to the calendar in the Whispering Waters Manor lobby. Refer to Useful Contact Numbers on page 29 for the contact number.



Health & Safety

Meridian Housing Foundation holds a Certificate of Recognition in Health and Safety. Your health and safety is important to us. If you have any concerns or require any safety information, you can approach our onsite Health and Safety Officer.



Feedback

We value your feedback. There is a suggestion box located on the West end of the Whispering Waters Common Area. We also conduct annual resident surveys. Watch for these and remember to complete them with your feedback.

Community Resources

Community Resources (such as our local newspaper, flyers and brochures) are located in the main lobby of Whispering Waters Manor. Please ask the Lodge Manager or Receptionist if you need further information about community services available to you.



Fee Schedule



Rates are current as of January 2025. Subject to change.

DIETARY

Daily/guest Breakfast \$4.00

Daily/guest Lunch \$10.00

Daily/Guest Supper \$6.00

HOUSEKEEPING

Personal Laundry \$50.00/
month

Extra Cleaning \$30.00/
hour

Extra Daily Housekeeping \$150.00/
month

Move Out Cleaning As per
invoice

Contracted Carpet Cleaning As per
invoice

Extra Garbage Pickup \$50.00/
month

MAINTENANCE

Non-Emergency After Hours Call \$50.00

Ceiling Fan Install \$95.00

Resident Damage and Repairs As per
invoice

ADMINISTRATIVE

Replacement Suite Key \$10.00

Replacement Building Key/Fob \$25.00

Replacement Mail Key \$10.00

Replacement Medi-pendant \$200.00

NSF \$25.00

Suite Transfer \$500.00

FACILITY

Parking (vehicle/scooter) \$40.00/
month

A/C Surcharge (annual) \$60.00/
year

Plexiglass Fee \$40.00

Useful Contact Numbers

Ambulance/Fire/Police	911
ATS (Handibus)	780-963-5444
Beauty Salon (Joanne)	780-963-3348
Community Social Development Stony Plain	780-963-8583
Home Care Registration/Sign up	
Community Care Access (CCA)	780-496-1300
Home Care (*Once Registered)	825-394-2286
Meals-On-Wheels	587-357-5579
Mental Health Helpline	1-877-303-2642
Meridian Housing Foundation Administration Office	780-963-2149
NeighbourLink Parkland	780-960-9669
Pedicure and Massage (Zita)	780-905-5222
Seniors Drop-In Centre	780-963-4707
Seniors Association of Greater Edmonton (SAGE)	780-423-5510
Senior Abuse Helpline	780-454-8888
Spruce Grove Public Library	780-962-4423
Stony Plain Hospital (WestView Health Centre)	780-968-3600
Stony Plain Public Library	780-963-5440
Town of Stony Plain Recreation Services	780-963-8591

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If there is an
EMERGENCY call:

911

For **After Hours**
MAINTENANCE
EMERGENCIES, call:
780-292-5612

If there is a **MAINTENANCE** issue, call:

780-963-2149

or email **maintenance@meridianfoundation.ca**



Administrative Office:

4908 53 Ave, PO Box 3191 Stony Plain, AB T7Z 1Y4

Ph: 780-936-2149

www.meridianhousingfoundation.ca

**Whispering Waters
Manor**

5303 47 St.
Stony Plain AB
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**Lodge Office
Phone:**

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